

# 2004 Report for Beardmore Superior North Emergency Medical Services



## Request for Service:

This section reports on the primary function of Emergency Medical Services which is to provide ambulance transportation for sick and injured residents. The first table indicates the number of calls "Year to Date" by priority.

**Code 1** is a call that can be deferred without impact to the patient, i.e. going home from the hospital for a visit.

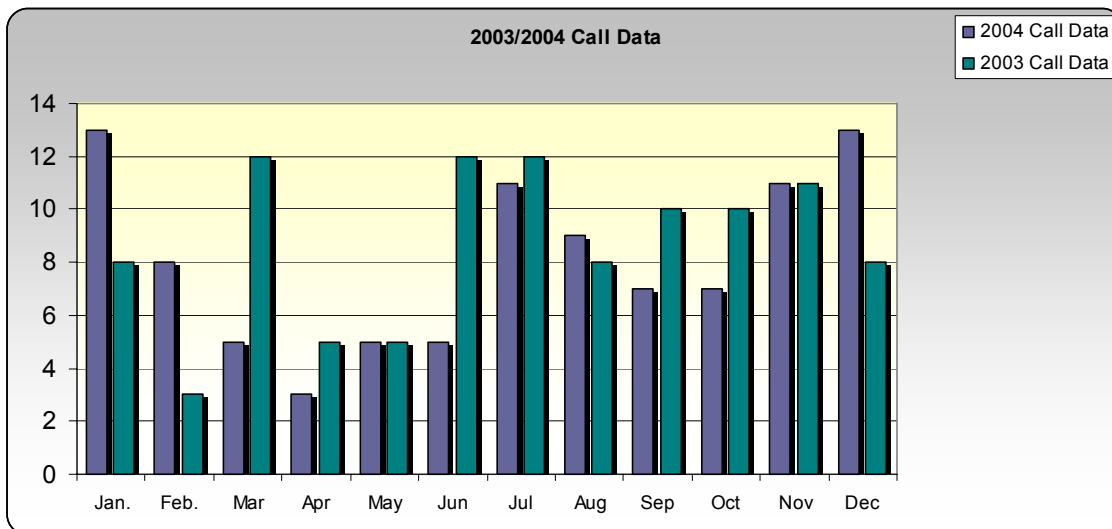
**Code 2** is a call that must be done at a certain time due to an appointment, i.e. bringing a patient to the hospital for diagnostics tests at 09:00.

**Code 3** is a call that requires a moderate amount of urgency where the patient needs medical attention but life or limb is not at risk, i.e. a simple broken leg.

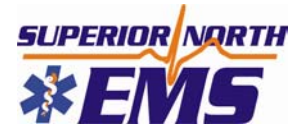
**Code 4** is a call for life and death emergency or unknown situation.

**Code 8** is a call where the ambulance is asked to stand by at a specific location, i.e. a fire call.

	Jan.	Feb.	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Call Priority													
<b>1</b>	5	0	0	0	0	0	0	0	0	0	2	1	8
<b>2</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>3</b>	1	1	2	0	2	0	1	2	0	0	2	2	13
<b>4</b>	7	7	3	3	3	5	10	6	5	7	6	9	71
<b>8</b>	0	0	0	0	0	0	0	1	2	0	1	1	5
<b>TOTAL</b>	<b>13</b>	<b>8</b>	<b>5</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>11</b>	<b>9</b>	<b>7</b>	<b>7</b>	<b>11</b>	<b>13</b>	<b>97</b>



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## 90<sup>th</sup> Percentile and Average Response Times:

The Ministry of Health and Long Term Care has legislated that response times must be equal to or better than prior to 1997 when the Local Services Realignment initiative was announced. Although MOH-LTC requires only an across the district measurement, we monitor response times in each geographic community. 90<sup>th</sup> percentile means that 90 percent of the Code 4 calls were responded to in less than the posted time.

Beardmore				
1996 Station 90th Percentile: 30.42 Min.	District 90th Percentile: 12.41 Min.			
Geographic Community	2001	2002	2003	2004
# of Code 4 Calls	42	38	56	38
90th Percentile	16:34	21:01	17:52	16:24
Average	9:16	8:42	7:43	9:10

<b>1996 Station 90<sup>th</sup> Percentile:</b>	30.42 minutes
<b>1996 District 90<sup>th</sup> Percentile:</b>	12:41 minutes
<b>Service Level:</b>	Basic Life Support

## 90<sup>th</sup> Percentile Reaction Times from Notification to Departure from Station:

Superior North EMS monitors how quickly staff responds to emergencies while on duty and, if applicable, while on-call away from the station. Target time for on-site is 90 seconds and for on-call it is 8 minutes.

Beardmore	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Total Calls	7	6	3	3	3	5	10	6	5	7	6	9
90th percentile	5:40	07:42	00:59	07:56	04:31	04:08	05:00	07:42	05:28	07:48	04:57	09:01
Total On-site	2	4	3	1		2	7	4	3	3	4	3
90th Percentile	<b>1:50</b>	<b>1:36</b>	0:59	<b>1:33</b>		1:29	<b>1:57</b>	<b>1:36</b>	<b>1:36</b>	<b>1:35</b>	1:08	<b>1:52</b>
Total On-call	5	2		2	3	3	3	2	2	4	2	6
90th Percentile	5:40	07:42		07:56	04:31	04:08	06:12	07:42	05:28	07:48	04:57	<b>09:01</b>

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<b>Staffing Report:</b>	Approved staffing complement: 3 full-time 4 part-time Actual staffing complement: 1 full-time 3 part-time Resignations: 2 New hires: 1 transfer																																																																																											
<b>Staffing Pattern:</b>	On site hours: 10 Off-site hours: 14																																																																																											
<b>Downstaffing:</b>	<table border="1"> <thead> <tr> <th></th> <th>Jan</th> <th>Feb</th> <th>Mar</th> <th>Apr</th> <th>May</th> <th>Jun</th> <th>Jul</th> <th>Aug</th> <th>Sep</th> <th>Oct</th> <th>Nov</th> <th>Dec</th> </tr> </thead> <tbody> <tr> <td>Downstaffing Hours</td> <td>14</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>1.3</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td># of Downstaffing Incidents</td> <td>1</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>1</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Hours Fully Downstaffed</td> <td>14</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Incidents fully Downstaffed</td> <td>1</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Hours First Response</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>1.3</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Incidents of First Response</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>1</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> </tbody> </table>		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Downstaffing Hours	14	0	0	0	0	1.3	0	0	0	0	0	0	# of Downstaffing Incidents	1	0	0	0	0	1	0	0	0	0	0	0	Hours Fully Downstaffed	14	0	0	0	0	0	0	0	0	0	0	0	Incidents fully Downstaffed	1	0	0	0	0	0	0	0	0	0	0	0	Hours First Response	0	0	0	0	0	1.3	0	0	0	0	0	0	Incidents of First Response	0	0	0	0	0	1	0	0	0	0	0	0
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<b>Fleet Report:</b>	Total kilometers traveled: 10,046																																																																																											
<b>Facility Report:</b>	A washer/dryer was installed and the bay doors serviced.																																																																																											
<b>Training:</b>	<p>3 employees were CPR recertified – 3 hrs.</p> <p>2 employees were First Aid recertified – 6 hrs.</p> <p>5 employees were trained on the new Semi-Automatic MRx Defibrillator – 4 hrs.</p> <p>4 employees were recertified in symptom relief and defibrillation – 8 hrs.</p> <p>All paramedics received Metered Dose Inhaler (MDI) training – 4 hrs.</p> <p>All paramedics completed WMIS recertification training – 4 hrs.</p> <p>New paramedics received basic WHMIS training – 8 hrs.</p>																																																																																											
<b>Injuries:</b>	Lost time: 1 Medical aid: 1																																																																																											
<b>Public Relations:</b>	Nothing to report.																																																																																											

**2004 Report for Beardmore  
Superior North Emergency Medical Services**



<b>Contracted Services:</b>	Nature of event: 0 Number of hours: 0
<b>Investigations:</b>	Substantiated: 0 Unsubstantiated: 0
<b>Other Information:</b>	Nothing to report.